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The University of Montana

NEWS RELEASE

University Communications
Missoula, MT 59812
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July 12, 1994

UM HOSTS SYMPOSIUM ON BENCHMARKING

MISSOULA --

About 100 higher education representatives from throughout Montana will gather in Missoula Wednesday and Thursday, July 13-14, for an intensive seminar aimed at improving the efficiency and effectiveness of support services.

The "Benchmarking and Process Improvement Seminar," hosted by The University of Montana - Missoula, will be held at UM's College of Technology, formerly known as the Missoula Vo-Tech Center. The session will attract representatives from all units of the Montana University System as well as the College of Great Falls, Salish-Kootenai College and Dull Knife Memorial College.

The symposium will be led by consultants from the accounting firm Coopers & Lybrand, which conducted a benchmarking survey for UM during fiscal 1992-93. Benchmarking objectively analyzes an institution's practices and processes, uses comparable data from other institutions as a standard for measuring effectiveness, then examines each process in depth to determine areas for improvement.

UM is currently examining processes in seven service areas -- purchasing, registration, admissions, financial aid, food services, campus mail, payroll/personnel and student billing, said Ken Stolz, UM assistant to the vice president for administration and finance.

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Reporters, news directors and editors: UM President George Dennison will kick off the seminar with comments at 9 a.m. Wednesday in room 001 of the Health and Business Building on the east campus of the College of Technology, 909 South Ave. W. The media are welcome to attend. For more information, call Ken Stolz, 243-6001.

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